GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

STARRED QUESTION NO:328
ANSWERED ON:13.08.2003
FAULT RATE IN DELHI, MUMBAI AND PUNE
ASHOK NAMDEORAO MOHOL

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the fault rate of telephone has gone up in Delhi, Mumbai and Pune and the complaints are not being attended to promptly despite repeated requests;

(b) whether there is a special cell to lodge complaints if these are not attended to within two or three days;

(c) whether the Government are aware of the fact that many landline subscribers are surrendering their phones due to the poor services provided by MTNL and BSNL;

(d) if so, the steps taken by the Government to make the Government machinery more efficient and open another special cell to lodge complaints if these are not attended to within two or three days;

(e) whether there is any proposal to keep separate record of those complaints not attended to by the officials within two or three days and to punish the guilty officials; and

(f) if so, the details thereof?

Answer

THE MINISTER OF COMMUNICATIONS & INFORMATION TECHNOLOGY AND DISINVESTMENT (ARUN SHOURIE)

(a) to (f) A statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (f) OF LOK SABHA STA QUESTION NO. 328 FOR 13TH AUGUST, 2003 REGARDING FAULT RATE IN DELHI, MUMBAI AND PUNE.

(a) No, Sir. The fault rate in Delhi, Mumbai and Pune has, in general, gone down. Complaints are also attended to promptly.

(b) Yes, Sir. Special cells are functioning under each Area General Manager to look after such complaints. Further, customers can approach various officers like Sub-Divisional Officer, Divisional Engineer, Area Manager, General Manager and even higher ups.

(c) Sir, the reasons for surrender of telephones are not attributable to quality of service and are for following reasons as per survey conducted by MTNL, Mumbai during November, 2002 to January, 2003 :-

1) Surrendering of second Phone due to improved service.
2) Taking WLL (Wireless in Local Loop) or GSM (Global System for Mobile Communication) connections.
3) Closing of offices/establishments.
4) Surrendering due to economic reasons.
5) Shifting of residence/offices.
6) Partial migration to other operators, for getting service from two operators.

(d) In order to make performance of MTNL and BSNL more efficient, following steps have been taken :-

(i) Computerised fault reporting system introduced, which helps in booking, testing and sending the faults to the concerned line staff.

(ii) Line staff is provided with pagers for easy communication and follow up with the testing staff for speedy clearance of faults.

(iii) Six days a week for all field officers including line staff.

(iv) Accessibility of Area Managers on all working days between 3 to 5 PM without appointment.

(e) & (f): Sir, there is already a computerised fault repair service in each Exchange at Delhi, Mumbai and Pune from which pending fault duration-wise are available. The computerised system generates duration-wise fault data - i.e. a fault that has persisted for more than 24 hours, for 48 hours, for 3 days and for one week. These are seen by Area Managers and Area General Managers on a daily basis. The rebates on monthly rental are generated for more than 7 days faults automatically. Necessary action is taken against the guilty officials after due investigation of cause of delay.